

## Contact & Access

<b>Address</b>	315 Main Street, Teague, Texas 75860
<b>Phone</b>	254-739-2553
<b>Fax</b>	254-739-3213
<b>Email</b>	dphilpott@teagueptdx.gov
<b>Hours</b>	Monday-Friday, excluding holidays; 8:00 AM-1:00 PM and 2:00 PM-5:00 PM

### Emergency

Call 911 for emergencies or immediate danger.

## Website and Forms

**Main site:** <https://teagueptdx.gov>

**Complaint information:** <https://teagueptdx.gov/professional-standards-internal-affairs/>

Complaint forms will be available through the Department website. Because form URLs may change after upload, use the website or complaint information page for the current version.

## For Citizen Contacts

1. Offer this handout when a person asks how to compliment an employee or make a complaint.
2. Explain that signed complaints against peace officers must be in writing.
3. Direct the person to the website for the current complaint form and procedure updates.

## This Handout Covers

- Compliments and complaints.
- Submission options and helpful information.
- Review process, status notice, and dispositions.

Teague PD | 315 Main Street | 254-739-2553 | [teagueptdx.gov](https://teagueptdx.gov)



## Citizen Compliment & Complaint Procedures

Public handout reflecting Policy 2.3  
Internal Investigation Process and Texas Government Code § 493.016  
Updated May 2026

### Start Here

1. For emergencies, call 911.
2. For compliments, describe the employee and the positive service provided.
3. For complaints, prepare a signed written complaint or use the current form on the Department website.

### Department Commitment

Compliments and complaints help the Department maintain professional, fair, impartial, and accountable service.

### Public Notice

A written copy of complaint investigation and resolution procedures is provided to each person filing a complaint.

### Distribution Use

- Provide during citizen contacts involving employee conduct questions.
- Use as the printable website handout for complaint procedure information.
- Direct citizens to the website for the current complaint form.

Teague PD | 315 Main Street | 254-739-2553 | [teagueptdx.gov](https://teagueptdx.gov)

# Compliments & Complaint Filing

## Complimenting an Employee

When an employee provides excellent service or goes beyond normal expectations, the Department encourages the public to share that recognition.

**Send to:** Chief of Police, Teague Police Department, 315 Main Street, Teague, Texas 75860

**Email:** [dphilpott@teaguepdx.gov](mailto:dphilpott@teaguepdx.gov)

**Helpful details:** Employee name if known, date, location, and brief description.

## Filing a Complaint

Texas Government Code Sec. 614.022 requires complaints against peace officers to be in writing and signed by the person making the complaint. A signed letter is accepted; no specific form is required.

### How to Submit

1. Complete the complaint form or submit a signed written complaint letter.
2. Describe names, dates, times, locations, witnesses, and supporting evidence.
3. Submit in person, by mail, by phone for follow-up, or by email with a scanned signed complaint.
4. Anonymous complaints are investigated to the extent possible under Policy 2.3.

### What to Include

- Contact information, unless anonymous.
- Employee name or description, if known.
- Date, time, location, and witness information.
- Photos, documents, videos, or other supporting evidence.
- Any injury, damage, or other facts related to the allegation.

### Signed Complaints

A signed written complaint is required for complaints against peace officers under Texas Government Code Sec. 614.022.

### Submission Options

- In person or by mail at 315 Main Street.
- By phone for follow-up and preparation of a written complaint.
- By email with a scanned signed complaint.

Teague PD | 315 Main Street | 254-739-2553 | [teaguepdx.gov](http://teaguepdx.gov)

# Review, Status & Dispositions

## Review Process

1. Complaint received.
2. Assigned for review.
3. Evidence gathered.
4. Final disposition.

Complaints alleging violations of law or policy are investigated. Minor complaints may be assigned to a supervisor; serious complaints may be investigated by the Chief of Police, an assigned investigator, or an outside agency.

### Status Notice

Status notice is provided at least quarterly until final disposition unless notice would jeopardize an undercover investigation.

### Complaint Records

The Department acknowledges written complaints, assigns a complaint number, maintains a complaint log, and keeps complaint files separate from personnel files.

## Policy 2.3 Dispositions

<b>Unfounded</b>	No truth to allegations.
<b>Exonerated</b>	Allegations are true but are the result of adherence to departmental policy or procedure. Exonerated complaints will be reviewed by the Chief of Police for consideration of policy revision.
<b>Not sustained</b>	Unable to verify the truth of the matter under investigation.
<b>Sustained</b>	Allegations are true. Complaints will not be classified as sustained unless the finding is based on facts determined during the investigation.

## Why It Matters

- The public has the right to expect efficient, fair, and impartial law enforcement.
- Thorough review protects the public, the Department, and employees.
- Complaints may reveal training, policy, or procedure issues that need correction.
- Findings and records are maintained according to state law, city policy, and Department policy.

Teague PD | 315 Main Street | 254-739-2553 | [teaguepdx.gov](http://teaguepdx.gov)